



**Message: RE: New Database issues**

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**✉ RE: New Database issues**

**From** Carrie Hoelscher  
**To** Kraft, Emily  
**Cc**  
**Journal Recipients** Emily.Kraft@oa.mo.gov  
**Date** Tuesday, January 24, 2017 9:22 AM

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 **image001.jpg** (3 Kb HTML)  **image002.png** (7 Kb HTML)

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FYI – I just spoke to Regina and I think the problem may lie in a problem I brought to your attention last week with another sub. Every time she logs in her “My Profile” pops up and wants her to enter her county, city, zip again. She will, saves it, says it saves successfully and then the next time she logs in it prompts her to do all of this again. This issue along with the problem I mentioned below may be related???

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**From:** Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]  
**Sent:** Tuesday, January 24, 2017 7:55 AM  
**To:** 'Carrie Hoelscher'  
**Subject:** RE: New Database issues

If she hasn't done this already, have her try completely closing out of her browser and then getting back in.

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**From:** Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]  
**Sent:** Tuesday, January 24, 2017 7:47 AM  
**To:** Kraft, Emily  
**Subject:** New Database issues

Good Morning Emily,

Regina at Thrive is having troubles entering new users into the new database. She sent me the below message:

“Every time I click "new user", it says my 30 min session has timed out and to re-log in. In fact, that message is coming up with anything I am trying to click on I have logged out and logged back in several times and keep getting the same message.”

Any suggestions?  
Thanks for your help...again!  
Carrie  
Carrie Hoelscher  
A2A Program Manager



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